GOVERNMENT OF INDIA
WOMEN AND CHILD DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:3379
ANSWERED ON:18.12.2015
Child Helpline
Dwivedi Shri Harish

Will the Minister of WOMEN AND CHILD DEVELOPMENT be pleased to state:

a) whether the Government has started child helpline no.1098 for providing immediate assistance to the children facing crisis and if so, the details thereof;
b) whether several districts of the country are still deprived of this helpline number and there is no proper platform of public complaint with regard to child labour and child crimes;
c) if so, the plan being formulated by the Government to strengthen the helpline and preparing a proper platform for complaint registration in order to check child labour and sexual exploitation of children; and
d) the districts in which the said child helpline No. is functional present State-wise?

Answer

MINISTER OF WOMEN AND CHILD DEVELOPMENT
(SHRIMATI MANEKA SANJAY GANDHI)

(a): The Ministry of Women and Child Development is providing support for an emergency outreach service under the Integrated Child Protection Scheme (ICPS) for children in distress. This service is available through a dedicated toll free number, 1098 and can be accessed by children in crisis or by adults on their behalf. This service is being provided in public private partnership mode through Childline India Foundation and their local NGO partners.
(b) & (c): This toll free helpline number 1098 can be accessed from anywhere in the country, however the helpline service centres are currently available in 366 districts across the country. Public complaint with regard to child labour and crimes against children can also be reported to the Police Unit of the district concerned. The Ministry has further strengthened the helpline number by setting up of four Centralized Call Centres (CCC) at Mumbai, Kolkata, Chennai and Gurgaon which will allow further expansion of the services.
(d): The State-wise details of the number of districts where the helpline service centres are available is Annexed.
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